

Local Impact Assessment Class 1 Application



Incorporated as Charlestown Bowling Club Limited



CONTENTS

Contents.....1

Executive Summary..... 2

Introduction..... 3

1.0... The Club..... 3

2.0... Benefits To The Local Community..... 3

2.1... Local Community Related Issue 4

2.2... Increased Employment Opportunities..... 4

2.3... Increase Economic Activity in the Local Region 4

2.4... Increased Taxes to Benefit NSW 4

2.5... Overall Poker Machine Reduction..... 4

2.6... Compliance Committee..... 4

2.7... Inccread Spend on Community Grants 5

3.0... Advertising Promotions and Inducements to Gamble... .. 5

3.1... Electronic Surveillance 5

3.2... Monitoring Procedures 6

3.3... Gaming Related Staff Requirements and Training 6

3.4... Problem-Gambling Counselling..... 6

3.5... Harm Minimisation and Responsible Gambling Measure..... 6 & 7

3.6... In-House Gaming Policy..... 7

3.7... Self-Exclusion Scheme..... 8

4.0... Profile of Charlstown, in the Lake Macquarie LGA (provided by 2011 Census Data)..... 8

4.1... Demography of Lake Macquarie LGA 9

5.0... Conclusion..... 10

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EXECUTIVE SUMMARY

- ❖ Submission for Charlestown Bowling Club: Licence # 240509, (LIQC300240509) LGA Band 2, Class 1 Application.
- ❖ The Club Premises are located at Patricia Avenue & Lincoln Street Charlestown NSW 2290 and is incorporated in the Lake Macquarie Local Government Area (LGA), classified as in Band 2 by the Casino Liquor and Gaming Control Authority as part of the Gaming Machines Amendment Act 2008 No 99. As such, a Class 1 Local Impact Assessment is submitted, requesting a poker machine threshold increase of 6 poker machines, which constitutes a low range increase per this same Act.
- ❖ Charlestown Bowling Club currently holds 84 approved entitlements for gaming machines and thus an increase of 6 poker machines would bring this overall total to 90.
- ❖ The forecasted net revenue from the extra 6 poker machines is ~ \$157.466 per year.
- ❖ Positive outcomes for NSW and specifically the Lake Macquarie community are the expected increase in employment opportunities both directly and indirectly thus.
- ❖ The projected annual increase in profit from the 6 additional poker machines, would allow the Club to support and maintain its current affordable pricing levels and assist with funding of the club's Capital Commitments of \$321,026.
- ❖ Primarily, by the expected growth in Revenue, the Club would reasonably expect increases in its CDSE spend and additionally a special allocation of \$30,000 over 2 years to the community. This amount contributed above the Standard Contribution to the Category 1 Fund, will be directed to those essential community Services as noted in Paragraph 2.7...Increased Spend on Community Grants below.
- ❖ The direct benefit to NSW would be an increase in poker machine taxes.
- ❖ The Club adheres to all harm minimisation and responsible gambling measures stipulated in the Liquor Act, Gaming Machines Regulation and the Gaming Machines Act. Charlestown Bowling Club has also adopted the Clubs NSW Registered Clubs Responsible Conduct of Gambling Code – “Best Practice Guidelines”, and is a member of the ClubSAFE Responsible Gambling Program.
- ❖ The Club follows all Responsible Gambling Polices.
 - All gaming related staff at Charlestown Bowling Club are required to undertake in-house training, as well as completing a Liquor Administration Board approved Responsible Conduct of Gambling course (RCG).
 - The subsequent information will establish that the Lake Macquarie community will benefit by the increase of 6 x poker machines.



Introduction

The following submission outlines an application for a threshold increase of 6 poker machines for Charlestown Bowling Club Ltd pursuant to the recently amended Gaming Machines Act 2001.

In accordance with the Gaming Machines Amendment Act, a submission follows for a Class 1 Local Impact Assessment, detailing the benefits the club will provide to the local community, as well as the range of harm minimisation and responsible gaming measures employed by the Club. A copy of this Local Impact Assessment is available for public inspection at the Club during operating hours.

The projected increase in revenue from the extra 6 poker machines would be utilised to improve services for the members & the Community, as well as to assist in reducing Charlestown Bowling Club's Financial Liabilities.

1.0...The Club

Charlestown Bowling Club is in the Lake Macquarie Local Government Area, classified as Band 2 by the Casino, Liquor and Gaming Control Authority as part of the Gaming Machines Amendment Act 2008 No 99. The Club occupies a site at Patricia Avenue & Lincoln Street Charlestown NSW 2290.

The Lake Macquarie LGA has an estimated population of 204,166.

(http://www.censusdata.abs.gov.au/census_services/getproduct/census/2011/communityprofile/SED10019?opendocument&navpos=220)

The club was formed in 1948 and has been in operation for 69 Years. Charlestown Bowling Club currently holds 84 approved gaming machines and provides a range of food and beverage services, regular entertainment, free entertainment every Friday and Saturday nights, promotions, TAB & Keno services.

The Club also provides a children's playground located off the Bistro area.

Charlestown Bowling Club currently has circa 6,000 members.

The Opening Hours are as follows:

Monday to Thursday.....	10.00am – 10.00pm
Friday.....	9.00am – 12.00 midnight
Saturday.....	10.00am – 12.00 midnight
Sunday.....	10.00am – 9.00pm

Charlestown Bowling Club have Overall Staff of 52.... with 25 permanent & 27 Casual.

The club operates a Courtesy Bus on Wednesdays to Sundays, 4pm till close and provides 200 undercover parking spaces for our members and their guests.

2.0...Benefits to the Local Community

Charlestown Bowling Club will continue to build ties with community groups and sporting groups.

The club supports other community Groups outside the CDSE including the Charlestown Cricket Club, Cardiff Hawks Junior AFL Club, Charlestown Junior Football Club, Charlestown Men's Bowling Club, Charlestown Women's Bowling Club, Newcastle Jets Women's Football Club. The Club has provided an additional \$10,000 to support these entities.

Positive Community Benefits are guaranteed along with the sponsorship and financial support for community groups. The club provides rooms to use for schools and club meetings free of charge. Several of these expected benefits are of Increased Courtesy Bus hours with an expected increase in employment. The club expects to maintain and further improve member's amenities and facilities to a high standard, enhanced spend in the local area and a flow on increase in CDSE spend should offset any negative outcomes.

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- 3 -

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2.1...Local Community Related Issue

Due to the legislative requirements expressing compulsory membership for those patrons who reside within 5km of the venue, studies have shown that much of members & visitors are found to have been sourced within the scope of that range. The conclusion being that any improvements bought about by the approval of this application would be for the greatest benefit to the local community.

2.2...Increased Employment Opportunities

With further refurbishment planned for the club, there is a real prospect for additional local employment opportunities. The growth of the club depends on this additional income, which will benefit the community by providing increased funding. To further define this, the additional poker machines would necessitate additional staff to cover the expected increase in demand for food, beverages, payouts and general customer service on the gaming floor. The additional 6 Gaming Machines applied for, have the potential to generate additional net revenue with the reasonable expectation that staff and wages would increase because of the approval of this application.

This increase in gaming machines would also provide increased opportunities for external businesses. With an extra 6 poker machines, additional furniture, stools and signage are just a small portion of the changes required to the Floor area in the implementation phase. Furthermore, the projected increase in revenue through the extra poker machines foresee accelerated plans for additional facilities within the Club, which would result in further increases in employment, both directly and indirectly.

Any increase in employment would be extremely beneficial within the Lake Macquarie LGA, particularly in the current economic climate where the anticipated unemployment rate has been shown to rise steadily. Given the great majority of our staff are drawn from our local community; a further benefit will be to keep additional funds local to the region.

2.3...Increase Economic Activity in the Local Region

The projected increased revenue from the extra gaming machines are expected to allow greater proliferation of the Club's services and entertainment mix and thus attract visitors from outside the region, which will create further revenue injections into the community. A more attractive entertainment and gaming venue may potentially limit Lake Macquarie residents from visiting venues outside the area, keeping their funds within the Lake Macquarie community.

2.4...Increased Taxes to Benefit NSW

Poker machine taxes would exponentially increase if gaming revenue were to increase. It is anticipated, that the projected increase in revenue from 6 poker machines, would lead to further increases in this area, which would in turn, be utilised to provide necessary services to the people of NSW. (*GAMING MACHINE TAX ACT 2001-Par 5*).

2.5...Overall Poker Machine Reduction

To gain an increase of 6 poker machines, Charlestown Bowling Club would be required to purchase 9 and relinquish 3 to the NSW State Government to dispose of. This would lead to overall decrease state-wide of 3 poker machines.

2.6...Compliance Committee

The management through the guidance of the General Manager and the Operations Manager are responsible for ensuring the Club's complies with Responsible Conduct of Gambling by undertaking audits of procedures throughout the year by way of weekly to quarter checklist audits.

The Club also maintains an OLGR Incident Register and forms part of the Club's Responsible Service of Alcohol (RSA) policy.



2.7...Increased Spend on Community Grants

The projected increase in revenue from an extra 6 poker machines would provide the Club with the means to further increase community expenditure. It is the club's commitment to provide additional funding by Club Grants more than our regulatory requirements.

Any further increases expected by the additional gaming machines, will have a positive effect on the community of Lake Macquarie, who obviously benefit greatly from the Club's support.

Provided this application is approved, Charlestown Bowling Club will contribute an additional \$30,000 over 2 years at the rate of \$15,000 per annum. The additional Funds will be allocated above and beyond all standard CDSE Contributions. On approval of this submission, the Club will allocate the funds to the recipients as follows:

1st Year – (1 month after approval) -

\$15,000 - Charlestown Cricket Club

2nd year – (12 months after approval) -

\$15,000 - Charlestown Cricket Club

Total of \$30,000 over 2 years.

Contact Details available on request

3.0...Advertising, Promotions and Inducements to Gamble

Charlestown Bowling Club does not offer any unlawful inducements to gamble such as free or discounted liquor promotions to gamblers or any schemes that allow distribution of free gambling credits to gaming machine players.

The Club does not use the word Casino in any description or promotion of the Club in signs or any advertising or promotional material, which is visible or audible from outside the premises. The Club's gaming machine signs comply with Section 44 of the Gaming Machines Act. The Club will not publish in any form information that identifies a winner of a prize, if requested not to do so in writing.

3.1...Electronic Surveillance

The club operates 48 x CCTV System with 3 x DVRs, which assists in complying with legislation and public safety.

Surveillance cameras enable management to:

- Monitor car park to ensure that children are not left unattended in motor vehicles
- Monitor the behavior of club patrons

3.2...Monitoring Procedures

Regular and thorough monitoring checks are completed as follows:

- ❖ Gaming machine sticker warnings are checked daily by gaming staff
- ❖ The Gaming Manager completes a monthly compliance checklist

This monitoring process is thorough and exceeds the minimum requirements, further emphasising the Club's commitment to ensuring a safe gambling environment to its patrons.



3.3...Gaming Related Staff Requirements and Training

All staff who undertakes in any gaming-related duties, have all completed a Liquor Administration Board approved Responsible Conduct of Gambling course (RCG). As a member of ClubSAFE, all staff has trained in the ClubSAFE program and additional training has been provided for gaming area staff and Duty Managers in assisting problem gamblers and processing self-exclusions. This training goes beyond the minimum requirements of the legislation and focuses on how staff can properly assist problem gamblers. The ClubSAFE Manual is available to all staff for training and revision purposes for responsible gaming procedures

3.4...Problem-Gambling Counselling

Charlestown Bowling Club is a member of the “ClubSAFE” program. ClubSAFE is the club industry’s Responsible Conduct of Gambling Program. Details of ClubSAFE are available at:
(<http://www.clubsnsw.com.au/members/clubsafe/what-is-clubsafe>)

Initially developed by ClubsNSW with significant input from the Australian Institute for Gambling Research, ClubSAFE is a comprehensive package designed to help registered clubs manage responsible gambling operations that meet legislative requirements and community expectations

The club displays a notice of the name and contact details of this and other providers. If a patron enquires about problem gambling counselling, staff will ensure that the person is made fully aware of ClubSAFE, G-Line, Mission Australia, or any other provider near the gambler’s residence. Any person identified as a problem gambler, will also be advised of the Club’s Self-Exclusion Scheme. ClubSAFE brochures, detailing information on counselling and the G-Line service, are also prominently displayed and readily available at the Club. The club and all staff take an active role in ensuring this information is available and known to any potential problem gamblers.

3.5...Harm Minimisation and Responsible Gambling Measures

To provide a responsible gambling environment and comply with the relevant legislation, Charlestown Bowling Club has adopted the Clubs NSW Registered Clubs Responsible Conduct of Gambling Code of Practice – Best Practice Guidelines and is a member of the Club Safe Responsible Gambling Program. The Club has lodged a Responsible Gambling Affidavit with the Liquor Administration Board.

Furthermore, it has made all necessary changes to comply with the requirements of Gaming Machines Regulations...Amendments are available for viewing at:
(<http://www.legislation.nsw.gov.au/fullhtml/inforce/act+49+1999+ed+0+Y?>)

The revised Legislation for Registered Clubs Regulation 2015 can be accessed at:

(<http://www.legislation.nsw.gov.au/viewtop/inforce/subordleg+479+2015+cd+0+N/?dq=Regulations%20under%20Registered%20Clubs%20Act%201976%20No%2031>)

Relating directly to Amendments to the Liquor Act, Responsible conduct of gambling activities, the Club complies with all aspects of this legislative framework.

Section 125D...Responsible conduct of gambling activities

(1) *The regulations may make provision for or with respect to requiring or encouraging the adoption of responsible practices in relation to the gambling activities that may lawfully be conducted at licensed premises.*

(2) *In particular, the regulations may make provision for or with respect to the following:*



Section 125D...Continued

- (a) Restricting or prohibiting the conduct of promotions or other activities (including advertising).
- (b) The standards to be observed on licensed premises for the conduct of responsible gambling activities.
- (c) Requiring licensees, managers or other persons involved or proposing to be involved in the conduct of gambling activities at licensed premises to undergo courses of training that will promote responsible practices in the conduct of those activities.
- (d) The prohibition or restriction of the offering of inducements, or inducements of a kind, specified in the regulations.
- (e) The information to be provided and signs to be displayed about gambling activities at licensed premises.
- (f) The notices to be displayed with respect to the availability of counselling in respect of financial, social or other problems that may arise in connection with gambling.
- (g) Requiring facilities on licensed premises for the withdrawal or transfer of money from banks and authorised deposit-taking institutions (such as ATMs and EFTPOS) to be installed or located in parts of the premises that are separate from parts of those premises where gambling activities are conducted.
- (h) The provision of anonymity at the request of a gambler who has won a major prize.
- (3) The regulations under this section may create offences punishable by a penalty not exceeding 50 penalty units.
- (4) It is the intention of Parliament that regulations under this section will be made as soon as practicable after the date of assent to the Gambling Legislation Amendment (Responsible Gambling) Act 1999.

3.6...In House Gaming Policy # Appendix 1

Charlestown Bowling Club has adopted the following responsible practices to comply with the above regulation:

- ❖ Provides gambling services and practises that conform to all applicable acts & regulations.
- ❖ Not permitting minors (under 18) in gaming area.
- ❖ Ensuring all legislative requirements related to cheque cashing, payment of winnings and financial transactions are implemented and encouraging patrons to develop responsible practises in the use of finances for gambling purposes.
- ❖ Not giving credit. Not cashing cheques.
- ❖ Ensuring all winning payments over \$5,000 are paid by cheque.
- ❖ Providing and maintaining a pleasant and safe gambling environment.
- ❖ Providing an effective self-exclusion scheme and encouraging patrons to take responsibility for their gambling activity.
- ❖ Promoting G-line and other gambling counselling services.
- ❖ Ensuring that all approved signage is on gaming machines and ATM's.
- ❖ Displaying approved information brochures in the gaming area and throughout the club.
- ❖ Placing clocks throughout the gaming area.
- ❖ Promoting responsible gambling practises that conform to local community standards and expectations.
- ❖ Practising responsible advertising and promotions related to gambling and ensuring compliance with relevant legislation.
- ❖ Responsible handling of personal information relating to gambling patrons to protect their rights of privacy.
- ❖ Informing and training staff of legislative requirements and harm minimisation issues and the risks of not complying and taking appropriate steps to promote patron and employee care.

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- 7 -

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3.7...Self-Exclusion Scheme

Charlestown Bowling Club has adopted the ClubSAFE self-exclusion scheme. Appropriate staff training has ensured that staff knows when to talk to patrons about self-exclusion and how to process their request. As part of this scheme, the Club:

- ❖ The club or an employee cannot refuse a participant's request to participate in the scheme.
- ❖ On receipt of a request, the Duty Manager will explain the process to the person and present the relevant documentation.
- ❖ Allows a participant to obtain independent legal or professional advice, at the participant's expense, before signing the appropriate forms as to the meaning and effect of the undertaking.
- ❖ Ensures that all participants sign a written undertaking not to gamble in the Club which clearly states the period of exclusion. Furthermore, the Club does not allow a participant to withdraw from the undertaking without the consent of ClubSAFE, G-Line and Mission Australia, Singleton, who will ensure the participant, undergoes a rigorous assessment process to ascertain the progress the person has made in managing their gambling problems. The Club employs a minimum six-month exclusion period.
- ❖ Ensures all appropriate information about gambling related counselling and treatment services are displayed and available to patrons, on relevant signage and in brochures within the Club.
- ❖ Ensures staff is equipped to identify participants by displaying a recent photograph in areas accessible only to gaming staff as well as a folder with the details of all participants in it. The importance of identifying participants is emphasised in staff training.
- ❖ Displays signs in the gaming area & reception foyer, advertising the accessibility of the self-exclusion scheme.

4.0...Profile of Charlestown in the Lake Macquarie LGA

(http://www.censusdata.abs.gov.au/census_services/getproduct/census/2011/communityprofile/LGA14450?opendocument&navpos=220)

Charlestown is a suburb of the City of Lake Macquarie, New South Wales, Australia, and the largest town within the City. It is approximately 10 klms west-south-west of the central business district of Newcastle.

Charlestown has the largest business centre within the Lake Macquarie city, with a greater turnover than that of the neighboring Newcastle CBD. The suburb serves as the district's transport hub.

History

Originally granted to the Waratah Coal Company, the area was the site of the company's first shaft, sunk in 1873. Officially called South Waratah, the pit was variously known as Charles' Pit, Raspberry Gully or The Gully Pit. These names all applied to Charlestown in its early days and the surviving name seem to have been derived from that of Charles Smith, the company's manager. The first settlers were miners from the pit.

The company had the area surveyed on 29 April 1876; the first subdivision later became Ida Street, Pearson Street, Milson Street and Frederick Streets. Harry Wright bought the first lot when it was auctioned later in 1876.

The town had its first water main in 1927 and was connected to civic sewage in 1959.

Today

The suburb is home to the largest shopping Centre in the region, Charlestown Square, which is located just off the Pacific Highway.

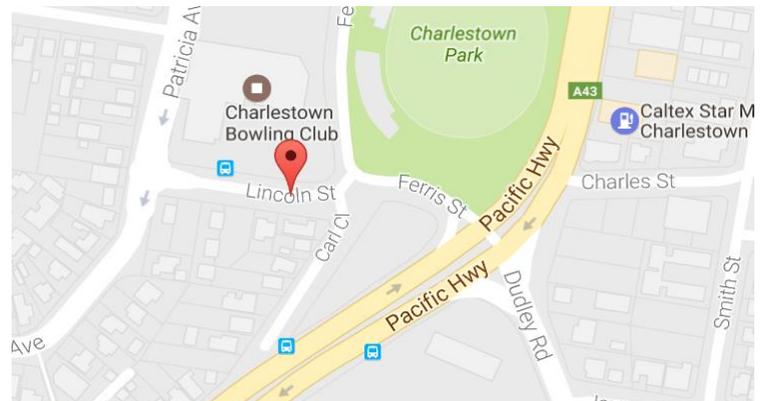
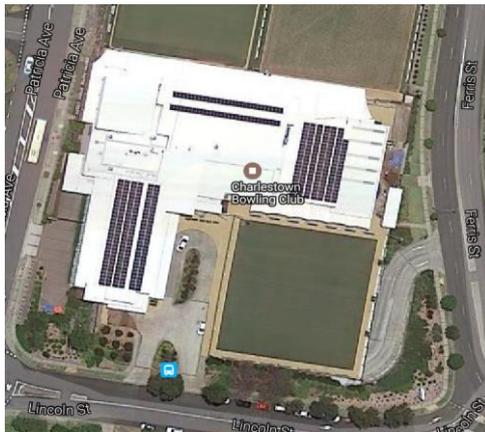
The suburb contains four primary schools; the State schools of Charlestown Primary, Charlestown South Primary and Charlestown East Primary, and the Catholic Diocese's St Joseph's Convent Primary School. The state primary schools feed into nearby Whitebridge High School, while the catholic primary school feeds into nearby St Mary's High School at Gates head and St Pius X High School at Adamstown.

The suburb has a police station and a fire station. The NSW Ambulance Service has its Northern Communications Centre in the suburb, off Dudley Road.



4.1...Demography

Charlestown Bowling Club Map Location with Aerial View.



Population 2011...Charlestown				
Source: 2011 Census of Population and Housing				
Age groups:	Males	Females	Total	% of Total
0-4 years	2,168	1,961	4,129	6.44%
5-14 years	4,216	3,958	8,174	12.75%
15-19 years	2,161	2,082	4,243	6.62%
20-24 years	1,882	1,892	3,774	5.89%
25-34 years	3,636	3,751	7,387	11.52%
35-44 years	4,220	4,445	8,665	13.51%
45-54 years	4,215	4,582	8,797	13.72%
55-64 years	3,593	3,941	7,534	11.75%
65-74 years	2,667	3,178	5,845	9.12%
75-84 years	1,825	2,282	4,107	6.40%
85 years and over	564	905	1,469	2.29%
Total persons	31,147	32,977	64,124	100.00%

Lake Macquarie LGA Info:

Lake Macquarie is located on the east coast of Australia.

City area: 757.2km²

60 minutes to Sydney on the M1.

Climate

Mean minimum temperature: 11.5°C - Mean maximum temperature: 24.1°C.

Total annual rainfall average: 724.8mm.

Population (as at June 2015).

204,166, making Lake Macquarie City the third largest regional city in New South Wales by population.

Business and employment

Total workforce: 100,808 (as at December 2015) of which: 60 per cent are working full-time; and 40 per cent are working part-time; Unemployment rate of 6.4 per cent.



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5.0...Conclusion

The expected increase in Revenue from an additional 6 poker machines if installed at the club, would assist in loan payments and additional contributions within the local community. On approval of this submission, it is the club's commitment, to provide a further \$30,000 over 2 years, allocated to recipients as per Paragraph 2.7...Increased Spend on Community Grants.

These additional funds will undoubtedly make a substantial difference to the health and well-being of families in the region. The club is undertaking every effort in all area of the club's operations, to ensure a positive future for its members and the community.

The Club has undertaken several measures to ensure that gambling activities are conducted in a responsible manner. Charlestown Bowling Club has shown a very high level of legislative compliance over an extended period. To comply further, the club joined and fully participates in the ClubSAFE program, to expose its commitment as significant with responsible gambling compliance and attitude.

Charlestown Bowling Club appreciates that they have met all the necessary Legislative requirements and in combination with the extensive harm minimisation and problem gambling initiatives undertaken, indicate a low range increase of 6 poker machines in the Club will result in a net positive outcome to the region.

Michael Gray
Chief Executive Officer
Charlestown Bowling Club
By Order, the Board of Directors

Attachment
Appendix 1 In House Gambling Policy



Appendix 1

Gambling Policy

Charlestown Bowling Club

Responsible Service of Gaming Policy

These best practice guidelines represent an approach where the environment in which gambling is conducted minimises harm and meets community expectations.

Charlestown Bowling Club aspires to achieve a harm minimisation objective in their gambling operations by:

- Providing gambling services and practises that conform to all applicable acts.
- Promoting responsible gambling practices that conform to local community standards and expectations.

Any member or guest who requires help in the area of problem gambling and requests self-exclusion will be:

- Provided with contacts with associated counselling services
- Provided with a Self -Exclusion form, which must be filled out completely and correctly and accompanied by a photograph of the person.

Staff at Charlestown Bowling Club will not:

- Cash cheques
- Pay over \$2000.00 in cash for a Poker Machine payout.

Charlestown Bowling Club only accepts cheques for the payment of services (events, functions)

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- 11 -

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